Business Continuity and Emergency Management Program - Emergency Response Plan (ERP)

For the use by the Critical Incident Response Team (CIRT)

Humber College Emergency Response Plan Signatures and Approvals

The following Emergency Response Plan (ERP) is Humber College's official Emergency Response Plan. It applies to all campuses and locations of Humber College and the University of Guelph-Humber (the College).

This plan has been reviewed and approved by the signatories below.

This subplan will supersede any previous versions of the ERP and will remain in effect until such time as it is replaced with a more recent version. This plan will be reviewed at minimum on an annual basis.

Completed by: _____

Kathy Branton, Manager, BC&EM

Date: _____

Department Level Approval: (Department Director)

NAME: _____

Rob Kilfoyle, Director, Public Safety and Emergency Management

Date: _____

Executive Level Completed by: (Vice President)

NAME: _____

Sanjay Puri, Vice President Administration and CFO

Date: _____

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1. Documentation Control

1.1. Version Control

Change Record			
Date	**Author**	**Change**	**Version**
May 3, 2017	MNP LLP/Humber	Feedback from Project team	3.2
May 19, 2017	MNP LLP/Humber	Feedback from Project team	3.3
September 27, 2017	MNP LLP/Humber	Feedback from Project team	3.4
July 20, 2018	MNP LLP/Humber	Feedback from Executive	3.5
November 2018	Humber	Organizational Structure Change	10.0
January 2019	Humber	Organizational Structure Change	14.0
January 2020	Humber	Review of CIRT roles and responsibilities	1
January 2021	Humber	Annual Review	20.0

1.2. Distribution Control

The Emergency Response Plan (ERP) is distributed to all members of Humber College who require a full copy of the plan, for example the Critical Incident Response Team and members of the Executive. This version of the plan contains some confidential information (e.g., personal contact information) that is not for public consumption.

A public copy of the plan, with confidential information removed, is posted on the Department of Public Safety website within the main Humber College website.

2. Section Introduction

The health and safety of students, faculty and staff, contractors, and visitors, as well as the protection of the property and environment are integral to Humber College Institute of Technology and Advanced Learning and the University of Guelph–Humber (which will be referred to as "Humber" or "the College") operations. Proper planning will ensure timely and appropriate response to emergencies, critical incidents, or business disruptions in compliance with applicable laws, legal codes of practice and industry standards.

In order to comply with industry and professional best practices, this emergency response plan has been designed by integrating guidelines from the *Incident Management System (IMS) Doctrine for Ontario* into the College's existing response structure. The result is a system that meets the needs of the College but is also compatible with procedures used by external responders such as Toronto Fire Services and/or Toronto Police Services.

2.1. Definition of Emergency

An emergency, as defined by the *Emergency Management and Civil Protection Act* (EMPCA) R.S.O 1990, Chapter E.9 is "a situation or an impending situation that constitutes a danger of major proportions that could result in serious harm to persons or substantial damage to property and that is caused by the forces of nature, a disease or other health risk, an accident or an act whether intentional or otherwise". These situations threaten public health, the environment, critical infrastructure, property, and economic stability.

There are three major categories of hazards that may pose a threat to Humber College.

Natural Events – severe weather, floods, blizzards, tornadoes, food or human health Emergencies

Human-caused Events – incidents intended to do harm to public safety and security, civil disorder, war, bomb threats, nuclear events such as a release from a nuclear generation station, etc.

Technological and Infrastructure Disruptions – incidents involving hazardous materials, utility and power failures, transportation accidents (e.g., train derailments, aircraft crashes, transportation truck overturned), water supply failures, building or structural collapse, etc. While the Emergency Plan outlines the structure and functional roles with respect to emergency planning, management, and response, it must be emphasized that **every member of the Humber community shares responsibility for emergency preparedness**. Individual Faculties, departments and units are aided in their efforts to plan for emergencies by the Business Continuity and Emergency Management program, as well as the use of common templates.

The ERP is founded on the basic objectives that Humber wishes to protect:

- The safety and well-being of all members of the Humber community and visitors to any Humber location

- College property and infrastructure
- The orderly functioning of Humber's academic, research and administrative
- activities
- The environment
- The college's reputation

The **ERP** outlines how Humber will respond to, recover from, and mitigate the impact of an emergency. It outlines such items as purpose, scope, planning assumptions, response, communications, etc. This is a public document.

2.1.1. HIRA

Humber College will ensure a Hazard Identification and Risk Assessment (HIRA) is conducted for the institution as a whole. The HIRA process will be implemented by the Manager, Business Continuity & Emergency Management and conducted with the participation of the BCEM Advisory Committee. The HIRA is a comprehensive and detailed process that outlines potential hazards to the college, their potentials risks and impacts to the college. The results of the HIRA are confidential and not for public consumption. The HIRA is reviewed on an annual basis, or as major changes occur within the institution as a whole. HIRA's are also conducted at the Faculty/department level under the lead of the Manager, BC & EM.

2.2. Purpose

The purpose of the Emergency Response Plan (ERP) is to ensure the College is prepared to respond to a wide range of emergencies, critical incidents, or business disruptions in a coordinated, timely and effective manner. The ERP is designed to guide decision-making, communication, and overall coordination of a response to support the Critical Incident Response Team (CIRT).

In support of our commitment to student success and our mission to "Lead, Transform and Differentiate" (Humber College Strategic Plan,2018-2023), the College is committed to the welfare and safety of its faculty, staff, students, contractors, vendors, and visitors (which will be referred to as "College Community"). With that in mind, Humber voluntarily follows the spirit of the Emergency Management and Civil Protection Act, 2006, and follows the basic pillars of emergency management – prevention, mitigation, preparedness, response, and recovery. This aligns with professional best practices and helps to ensure that Humber is also allied with local government and first responder agencies.

The ERP provides direction to and coordination of the College Community during an emergency, critical incident, or business disruption to:

- protect human life
- prevent injury
- protect the environment and property

- minimize danger
- restore normal operations of the College as soon as possible and
- to assure responsive communications within the College and the surrounding community

The College shall conduct continuous planning to minimize the risk of personal injury and property loss from critical incidents; cooperate with public authorities and agencies charged with disaster control; and take prudent steps to assure continuity of operations and restoration of normal activities as quickly as possible following an emergency, critical incident, or business disruption. The plan is developed in accordance with appropriate laws, regulations and policies that govern emergency, critical incident or business disruption preparedness and reflects the best and most current practices in this area.

2.3. Scope

This document describes the Emergency Response Plan (ERP) for the College and assigns responsibilities for the development, implementation, and maintenance of the plan.

The ERP applies to all properties and Faculties/Departments at the College, including the College Community. This plan establishes the basic framework for emergency, critical incident, or business disruption preparedness. It is not intended to cover every department's needs. Therefore, departments and Faculties will supplement this plan with their own Emergency Subplans and Business Continuity Plans that suit their own needs while remaining in compliance with this plan.

The College may need to respond to a wide variety of incidents with varying impacts. The potential progression of incident impacts is outlined in Section 6.

2.4. Objectives

The objectives of the ERP are:

- To ensure an effective response to emergencies, critical incidents, or business disruptions
- To provide a clear and integrated response structure to the complete Emergency Management & Business Continuity Program
- The ERP is designed to be compatible with relevant internal and external plans, procedures, laws, regulations and guidelines
- To serve as an instructive and intuitive reference for delegated CIRT members

2.5. Assumptions

The ERP is a realistic approach to the problems likely to be encountered on campus during an emergency, critical incident, or business disruption. However, due to the unpredictable nature of such incidents, it is necessary to make the following assumptions:

- An emergency, critical incident, or business disruption may occur at any time of the day or night, weekend or holiday, with little or no warning
- The succession of events in an emergency, critical incident, or business disruption are not predictable therefore, published support and operational plans will serve only as a guide and checklist, and may require real time modification in order to meet the requirements of the emergency, critical incident, or business disruption. Sound judgement is required at all times
- An emergency, critical incident, or business disruption may affect residents within the geographical proximity to the College. Depending on the nature of the emergency, critical incident, or business disruption, external emergency services may be delayed in responding to the College
- The President & CEO, or delegate, may declare a Campus State of Emergency if information indicates that a condition is developing or is probable

2.6. Authority to Act

The College has established a Critical Incident Response Team (CIRT), led by the Director of Public Safety and Emergency Management (CIRT Director), or delegate, which has the authority to respond to, manage and control all aspects of an emergency, critical incident, or business disruption on behalf of the College Community at all campus locations. The CIRT is supported by the Senior Response Team (SRT), which will provide strategic support to the CIRT during times of emergency, critical incident, or business disruption. The Senior Response Team is comprised of the Senior Executive Team (SET), location leads and the AVPs.

2.6.1. Declaration of a State of Emergency

The Director, Public Safety and Emergency Management, or delegate, can close all or part of a building or campus if there is a threat to health and safety, however, the authority to declare a Campus State of Emergency rests with the President & CEO, or delegate.

2.6.2. Termination of State of Emergency

The CIRT Director, in consultation with the Incident Commander, will determine when the emergency has ended and make a recommendation to the President & CEO, or delegate, to

terminate the emergency. Once the emergency has ended, the college will return to normal operations.

2.7. Emergency Response Sub Plans

All academic and administrative units are responsible for developing and maintaining Emergency Sub Plans specific to their areas with the assistance of the Manager, Business Continuity & Emergency Management.

Unit Sub Plans are intended to provide detailed, local emergency preparedness and response activities for each unit that integrate with both the ERP, and emergency response and business continuity strategies.

Units must also ensure that Emergency Response Teams (and alternates) are in place to effectively and safely execute area evacuations.

Administrative and academic units must also ensure that their staff and faculty are familiar with relevant and specific emergency procedures and contacts.

2.8. Business Continuity Plans

Business continuity is an important part of the emergency management continuum. Business continuity picks up where emergency response ends.

Once the initial emergency response has taken place, and faculty, staff, and students have been accounted for and are safe, business continuity is implemented.

Each Faculty and/or department is required to complete a business continuity plan (BCP) with the assistance of the Manager, Business Continuity & Emergency Management, and ensure that their staff are familiar with their roles and responsibilities under the BCP.

2.9. Training and Exercises

Humber is committed to ensuring continuous improvement in our emergency response and business continuity capabilities. To that end, Humber has developed a training and exercise program that will test and evaluate plans and procedures annually that will help to ensure a minimum standard of preparedness and response capabilities across the institution.

2.9.1. Training

All key staff identified in the ERP, and delegates will be trained annually on their emergency management roles and functional requirements outline in this plan and specific Standard Operating Procedures (SOPs).

2.9.2. Exercises

The Manager of Business Continuity & Emergency Management is responsible for developing a progressive exercise program to ensure continuous improvement and optimization of teamwork and participation. All Humber College emergency management stakeholders are required to participate, at least once per year, in an emergency exercise to test and evaluate the ERP and the capacity of the college to effectively respond to any emergency.

Exercises will be designed using specific objectives to validate plans, test systems and provide faculty and staff with an opportunity to practice their assigned functional role(s) in a stress-free environment.

Exercise results will help to identify any potential gaps and limitations in the ERP and other SOPs. The ERP, BCPs, unit subplans, SOPs, etc. will be revised and updated as a result of these exercises and tests. Exercise scenarios will be based on the current HIRA.

2.10. Annual Review and Maintenance

In order to ensure the functionality of the ERP, an annual review will take place. The review will be conducted by the Manager, Business Continuity & Emergency Management, and members of the BCEM Advisory Committee. Reviews will be based on any deficiencies identified during tests and exercises, as well as current professional, best practices. All Humber College emergency management stakeholders will be provided with training on the updated ERP and a copy of the most recent version.

2.10.1. Post Incident Review

After an emergency, critical incident, or business disruption, an operational debriefing will take place which result in an After-Action Report (AAR). The AAR will provide lessons learned from the incident and inform the revision and updating of related plans, BCPs, sub plans, SOPs, etc.

2.11. Emergency Management & Business Continuity Program Overview

The structure of the Emergency Management & Business Continuity Program (EM & BC Program) is illustrated below. The ERP and CIRT have been highlighted to demonstrate that they are elements of an overall EM & BC Program. For full details regarding the structure of the Program, please refer to the *EM & BC Framework.*

Emergency Management and Business Continuity Program

Governance
(Team: Emergency Response Program Committee)

| Policy | Program Framework | Risk Assessment (IRM & HIRA) | Business Impact Analysis |

Plans

| Faculty/ Department Emergency Procedures or SOP | Emergency Response Plan & Appendices | Emergency Response Communication Plan | Senior Response Team Checklist | Business Continuity Plans | ITS Disaster Recovery Plan |

Teams

| Initial Response Personnel / Incident Response Team | Critical Incident Response Team | Emergency Response Communication Team | Senior Response Team | Business Continuity Team | Disaster Recovery Team |

Sustainment

| Exercise Program | Training & Awareness Program | Maintenance Program | Program Review |

3. Response Teams

The College, like any other employer and property owner, has a responsibility for protecting life and property from the effects of fire, criminal acts, and other emergencies. Therefore, the College has delegated three (3) teams to support a swift and effective response during an emergency, critical incident, or business disruption. They are:

- Senior Response Team (SRT)
- Critical Incident Response Team (CIRT)
- Critical Incident Response Team Subject Matter Experts (CIRT SMEs)

Team and individual roles and responsibilities are outlined in the following pages:

NOTE: Every member of each team is responsible for pre-identifying an alternate who can assume the member's responsibilities should they be absent during an emergency.

3.1. IMS Team Structure

The following chart outlines the IMS structure at Humber. (See also Appendix 1)

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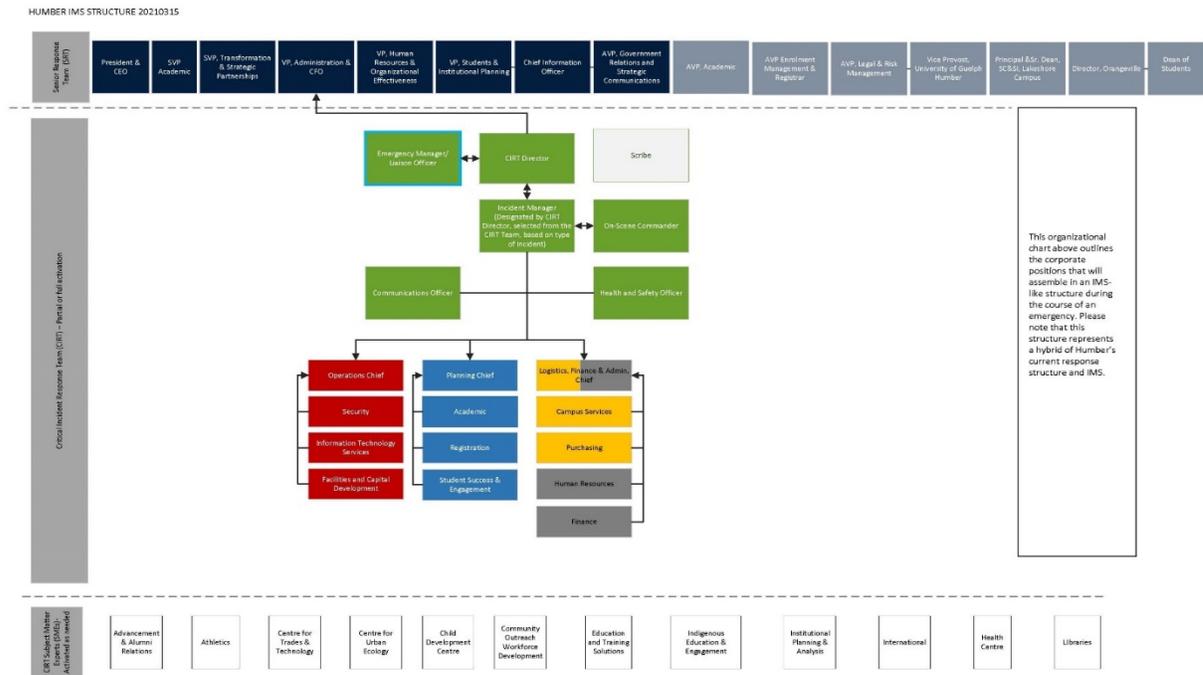
3.2. Overview of the CIRT Roles and Responsibilities

To facilitate an efficient and organized response to an emergency, critical incident, or business disruption, the College has created the CIRT. The objective of this team is to support emergency site operations, effectively reduce the impact, minimize the danger of an escalating incident, and manage the response in a safe, rapid, and orderly manner.

NOTE: Every member of the CIRT is responsible for pre-identifying an alternate who can assume the member's responsibilities should they be absent during an emergency.

In the event of an emergency, critical incident, or business disruption, the Director, Public Safety and Emergency Management, or delegate, acts as the CIRT Director, and will determine if it is necessary to activate the CIRT and that proper notifications are made.

The role of the CIRT is to support the response to the emergency, critical incident, or business disruption, and if safe to do so, report to the Emergency Operations Centre (EOC). The CIRT will not respond to the scene nor will they manage the onsite response to an incident. It is the responsibility of the College responders and/or the external emergency responders to isolate,

contain and defuse the incident. As a team, the CIRT's priorities are to support response activities at the incident site and ensure the following occurs:

- The safety of occupants on any campus or rental property
- Provision of input on whether there should be a recommendation to declare a Campus State of Emergency
- Evacuation or containment of buildings
- Identification of assembly areas
- Dissemination of public information
- Direction of the use of the College's resources
- Approval of additional resources (e.g., contractors and materials)
- Recommending the VP Administration & CFO (who communicates to the Senior Response Team) announce an end to the declaration of a Campus State of Emergency.
- Support the Site and On-Scene Incident Commander in the following:
    - Providing direction to responding Faculty/Department Incident Response personnel/teams, who will report to, and take assignments from the On-Scene Incident Commander
    - Assembling part or all of the ERT and assigning duties
    - Assigning ERT member/security guard to restrict access to the meeting place of the emergency, critical incident, or business disruption
    - Consulting and including external emergency resources
    - Communicating with external support agencies
    - Conducting damage assessments and developing objectives and plans for a safe return to operations

The CIRT will be guided by the Incident Commander, who will be delegated by, and reports to, the CIRT Director, and based on the type of incident.

Humber College will utilize the *Incident Management System (IMS) Doctrine for Ontario* as a guideline, the CIRT's responsibilities during an emergency, critical incident, or business disruption. According to Emergency Management Ontario, IMS is defined as a standardized approach to emergency management encompassing personnel, facilities, equipment, procedures, and communications operating with a common organizational structure. IMS can be quickly expanded or contracted based on the changing circumstances and needs of an incident. It is predicated on the assumption that there are certain incident management functions that must be carried out regardless of the number of persons who are available – they are divided into four sections:

- Command
- Operations

- Planning
- Logistics, Finance/Administration

Each Section will have a Chief who shall be responsible for their respective section's response activities as well as reporting to the Incident Commander. The Incident Commander (IC) is determined by the type of incident. For example, in a public safety incident, the IC will be a representative from the Department of Public Safety.

To provide support resources to the CIRT, there are selected Faculty/department subject matter experts (SMEs) that will report to the EOC and be assigned to roles and/or sections at the discretion of the Incident Commander. The table below represents the most likely sections to which members may be assigned. However, depending on the type of incident, some members may be assigned to other sections to provide a more effective response to an incident. It is extremely unlikely that one person will move from one section to another during an incident.

It is more likely that members of the CIRT SME, from a similar department, may be assigned to a different section.

Section	Responsibility	Members
Command	Leadership, coordination and direction to the rest of the CIRT.	
Operations	"Tactical priorities" in responding to the incident, implementing the applicable response "procedures", determining the needs, requesting additional resources and communicating with external emergency services.	• Security • Information Technology Services • Capital Development and Facilities Management
Planning	Gathering, assimilating, analyzing and processing information needed for effective decision-making.	• Academic • Registration • Student Success & Engagement • International Centre • Institutional Planning & Analysis
Logistics, Finance/ Administration	The support mechanism for the CIRT. Provides services and support to all organizational components with a response role, including provisioning and distributing supplies, food, lodging and future resource needs. Provides financial and cost analysis support to all organizational components.	• Campus Services • Purchasing • Human Resources & Organizational Effectiveness • Finance

3.2.1. CIRT Subject Matter Experts (SMEs)

The CIRT Director, or delegate, may identify Subject Matter Experts (faculty or staff) from any area of the College Community that can provide support, information, or expertise to a response. Support membership to the CIRT is represented by the pre-identified SMEs from the following departments (other SMEs within the college may be called upon for support at any time during an incident response):

- Advancement & Alumni
- Athletics
- Centre for Trades & Technology
- Centre for Urban Ecology
- Child Development Centre
- Community Outreach and Workforce Development
- Education and Training Solutions
- Health Centre
- Indigenous Education & Engagement
- Institutional Planning & Analysis
- International
- Libraries

3.3. CIRT Section Member Responsibilities

See Appendix 2 for the full outline of specific responsibilities for CIRT Sections and members. The contact information for the CIRT and alternate members is kept and maintained by the Manager, BC&EM.

3.4. Senior Response Team (SRT) Roles and Responsibilities

The Senior Response Team (SRT) provides strategic direction and guidance to the CIRT during response ensuring that support and resources are available. The SRT is comprised of the Executive Team, the Associate Vice Presidents, and the three campus leads. The SRT will be led by the President & CEO, or delegate, with the VP Administration & CFO, or delegate, assuming the responsibility of communicating and liaising with the CIRT. The CIRT Director may call upon any or all members of the SRT for advice and action.

3.4.1. SRT Members

- Executive Team
  - President & CEO, or delegate,
  - SVP, Academic, or delegate
  - SVP, Transformation and Strategic Partnerships, or delegate
  - VP, Administration and CFO, or delegate

- o VP, Human Resources and Organizational Effectiveness, or delegate
        - o VP, Students and Institutional Planning, or delegate
        - o Chief Information Officer, or delegate
        - o AVP, Government Relations, Communications and Communications, or delegate,

- Associate Vice-Presidents
    - o AVP, Academic, or delegate
    - o AVP Enrolment Management and Registrar, or delegate
    - o Chief Legal, Risk, and Privacy Officer, or delegate
    - o
- Campus Leads
    - o Vice Provost, University of Guelph Humber, or delegate
    - o Principal, Lakeshore Campus, or delegate
    - o Dean of Students

3.4.2. Specific responsibilities of SRT members

President & CEO, or delegate,
- May be appointed as spokesperson
- Ensure that strategic objectives of the College continue to be met
- Provide subject matter expertise based on respective responsibilities

SVP, Academic, or delegate
- Authorized to cancel or reschedule classes and exams

VP Administration and CFO, or delegate
- Communicate and liaise with the CIRT
- Communicate and liaise with SET
- Disseminate information to the remaining members of the SRT, as determined by incident
- Determine notification of the Leadership Team as an FYI (includes Deans, Directors, and Associate Deans)

All members of the SRT, or delegates
- Ensure that strategic objectives of the College continue to be met
- Provide subject matter expertise based on respective responsibilities
- May be requested to provide approval on Information Releases

3.5. Identification and Response

Incidents are initially responded to at the local, or Faculty/department level. Should an incident escalate to the point that the Faculty/department cannot manage response activities on their own, they will notify the Security Operations Control Centre, who will in turn, notify the Department of Public Safety on-call manager. The on-call manager will assess the situation and, as necessary, notify the Director, Public Safety and Emergency Management. The Director will then determine the emergency level and decide whether to activate the CIRT, ERP, and EOC.

3.5.1. Facility Response

If an incident that relates to facilities escalates to a scale beyond the capabilities of the Facilities staff, they will notify the Director, Facilities Management, or the Facilities on-call staff, whichever is appropriate. The Director or on-call staff will contact the Senior Director, Capital Development and Facilities Management, or delegate.

3.5.2. Information Technology Services Managing Critical Incidents

Refer to the Disaster Recovery Plan (DRP), 2019. ITS defines a critical incident as a fault/failing of the managed infrastructure negatively affecting, or has the potential to negatively affect, either a significant number (thousands) of individuals or the business operations of a campus (does not include privacy breaches).

4. Emergency Levels and Activation

There is a distinction between responding to an emergency and activating the CIRT.

Anyone at the College who witnesses an incident, or an emergency can notify SOCC or Campus Security. Campus Security personnel will conduct the initial assessment of the situation following approved Standard Operating Procedures (SOPs). If the incident requires assistance from the Department of Public Safety or CIRT, the Director, Public Safety and Emergency Management, or delegate, is responsible for making the decision to activate the CIRT, ERP and Emergency Operations Centre (EOC).

If an incident is anticipated by a member of the CIRT and this member determines that activation of the team will be necessary, they may activate the team by contacting the Director of Public Safety and Emergency Management, or delegate, (CIRT Director).

This section outlines the response following the activation of the CIRT, ERP and/or EOC. For CIRT Section checklists, please refer to the *CIRT Appendix* B.

Prior to deciding whether to activate the CIRT and other response components, the Director, Public Safety and Emergency Management, or delegate, must determine the emergency level based on established metrics and assess whether activation of the CIRT is required.

The EOC, with support from the full or partial CIRT, will be activated at the discretion of the CIRT Director. For clarity, the CIRT is the group of people that are tasked to oversee the institutional response to an emergency, critical incident or business disruption. The EOC is the physical space in which the CIRT operates. The physical EOC is not required for the CIRT to be activated and for work to commence. If the campus is closed, or the EOC is inaccessible, the CIRT can meet virtually via conference call or video conference.

Following are the definitions and criteria required to inform that decision.

4.1. Defining the Progression of Incident Levels

The College's standards for defining an incident level or business disruption and mobilizing an effective response, are derived from the EM & BC Program.

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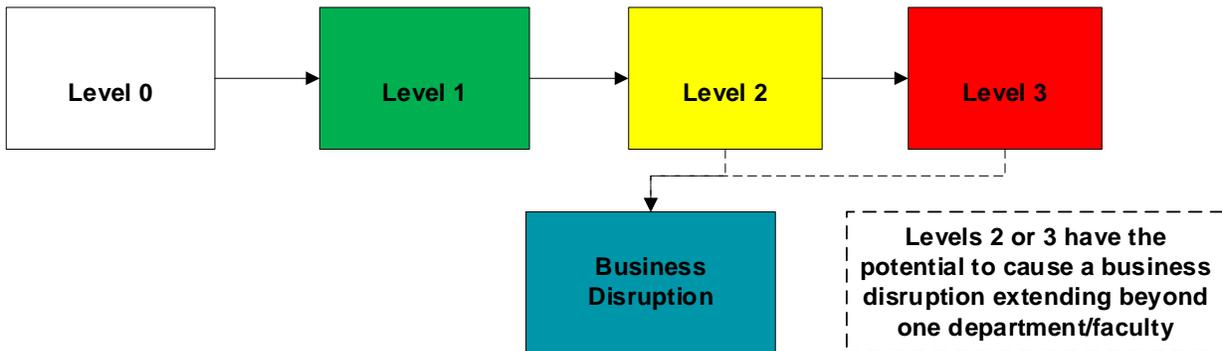
4.1.1. Incident

An incident is a distinct event or occurrence that may lead to more serious consequences.

The types of incidents, or hazards that may affect the college can be broken down into three categories:

- ❖ **Natural hazards** – e.g., snow/ice storm, severe rainfall, tornado, flooding
- ❖ **Human caused hazards** – e.g., threats, active attacker, civil unrest, terrorist activity, major breach of regulatory or legislative requirements, Executive misconduct, disgruntled student going to media, major fraud
- ❖ *Technological hazards* – e.g., infrastructure failure, power failure

The CIRT will respond to each incident according to approved and established policies and procedures.

4.2. Emergency Level Guidelines

See Appendix 3 for the tables that provide guidelines for the CIRT Director to determine the Emergency Level of an incident. Due to the nature of incidents, the risk categories of Student, Experience and Faculty and Staff are considered under Health and Safety. Further, the financial impacts have been lowered from the Integrated Risk Management Framework due to the unplanned nature of an incident.

4.3. CIRT/EOC Activation and Assembly

Following the identification of the emergency level and the need to activate the EOC, the Director, Public Safety and Emergency Management, or delegate, will activate the CIRT. The CIRT will assemble either virtually or in the EOC, as determined by the CIRT Director and the type of incident.

The CIRT will follow the guidance provided in this ERP, relevant Faculty/departmental Business Continuity Plans and all relevant policies and procedures.

If the incident occurs during non-regular hours (1600 – 0800) or weekends, a virtual EOC will be activated utilizing current electronic means of conducting a meeting.

4.4. Incident Management System

Emergency Management Ontario, the governmental body that has oversight of emergency management in the province, has determined that the Incident Management System (IMS) is the primary method of response for emergency incidents in the province of Ontario. IMS is a standardized approach to emergency management encompassing personnel, facilities, equipment, procedures and communications operating within a common organizational structure. It is a model for the command, control and coordination of emergency response, used by individual organizations working towards the common goal of stabilizing the incident and protecting life, property and the environment. It brings order to the management of varied resources, available and required, during an emergency response allows many departments and agencies to operate as one cohesive unit working towards a singular goal.

The City of Toronto and the first response agencies in Toronto utilize the Incident Management System.

Humber College, in keeping with the goal of aligning our Emergency Plan with the City of Toronto and first responders within the City, has adopted the IMS to facilitate the coordination of response activities between itself and external agencies. Humber College will follow the most recent version of the IMS provided by Emergency Management Ontario.

4.5. IMS Response at Humber

As noted in 4.4, Humber College has adopted the Incident Management System (IMS) for command, control and coordination of incident response. IMS is widely accepted by

response agencies across North America and is the standard organizational structure and management system used to align both private sector and government response organizations. IMS includes five basic components: Command, Operations, Planning, Logistics and Finance/Administration Sections. IMS operates at both the site of the emergency and in the designated Emergency Operations Centre (EOC). Utilizing the IMS allows Humber to communicate and coordinate effectively with other response agencies.

The Humber College Incident Commander (first Department of Public Safety staff member on site who is trained in IMS 100 and 200 [security guard, coordinator or manager]) is the liaison between the emergency site and the EOC. The Incident Commander (IC) advises the CIRT of the status of the emergency, what resources are required, etc. The CIRT provides the strategic direction and decision-making authority to assist the first responders at the scene. The IMS is a modular system that is scalable and can be expanded or contracted as necessary to meet the immediate needs of the situation. A detailed description of the members of the EOC and their roles and responsibilities within IMS is attached in Appendix 1. The CIRT Director is the lead within the EOC and is responsible for coordinating the overall college response to an incident. The IMS is designed to be flexible enough to utilize in any response regardless of the size, scope or impact to Humber College.

4.6. Notification of the Senior Response Team (SRT)

The CIRT Director will notify the VP Administration and CFO and provide a briefing about the emergency, critical incident, or business disruption. The CIRT Director will also notify the SVP Academic if there are expected class cancellations.

The VP Administration and CFO will determine whether to notify and activate the SRT.

5. Communication

In the event the CIRT is activated, in whole or in part, Humber's Emergency Response Communication Plan (ERCP) will also be activated. All communication's, strategies and tactics will be carried out and managed as per the ERCP, under the direction of the Director of Communications. Communications will also monitor and post appropriate and necessary information on social media channels.

5.1. Mass Notification Procedures

Humber College, via the Department of Public Safety has procedures in place to authorize the use and activation of any and all Emergency Mass Notification (EMN) systems. EMN systems are used to disseminate emergency information and direction to the community as soon as possible. Those receiving mass notification include the community at large as well as internal emergency responders such as members of the Emergency Response Team (ERT), Facilities Management, etc. Humber will utilize any or all current mass notification systems in place at the time of an incident.

Each Faculty, Division or department is responsible for ensuring that individuals under its supervision are aware of the means for receiving emergency messages and how the messages are to be transmitted to other offices under its jurisdiction.

6. Acronyms

The following table details a list of acronyms that are utilized by the College when dealing with the Emergency Response and Business Continuity Program

Acronym	
BC	Business Continuity
BC & EM	Business Continuity & Emergency Management
BCP	Business Continuity Plan
CIRT	Critical Incident Response Team
DPS	Department of Public Safety and Emergency Management
DRP	Disaster Recovery Plan (Recovery of ITS Data Centre)
EM	Emergency Management
EMS	Emergency Medical Services
EOC	Emergency Operation Centre
ERCP	Emergency Response Communication Plan
ERP	Emergency Response Plan
ERT	Emergency Response Team
HIRA	Hazard Identification Risk Assessment
IMS	Incident Management System
MTCU	Ministry of Training, Colleges and Universities
RA	Risk Assessment
SRT	Senior Response Team
SME	Subject Matter Expert
SOP	Standard Operating Procedures
TFS	Toronto Fire Services

Acronym	
TPS	Toronto Police Services

7. Glossary of Terms

In order to ensure common terminology, the definitions articulated by Emergency Management Ontario in their Glossary of Terms, 2011 are primarily used and have been integrated with the existing Public Safety glossary. It is important to note that while exact wording may differ slightly in other standards and best practice, the intent and overall meaning are the same.

Business Continuity & Emergency Management Advisory Committee – A group of mid to senior level managers within Humber College who provide oversight and guidance to the Business Continuity & Emergency Management program.

Business Continuity Plan – Documented collection of procedures and information that is developed, compiled, and maintained in readiness for use in an incident to enable an organization to continue to deliver its critical activities at an acceptable pre-defined level. These plans are commonly referred to as Business Continuity Plans or BCPs.

Business Disruption – emergency, critical incident or business disruption which have escalated to a level that impacts the College's ability to continue operations and deliver services. This would necessitate activation of the corporate Business Continuity Plan.

College Community – is comprised of the Colleges faculty, staff, students, contractors, vendors, and visitors.

Continuity Management – An integrated process involving the development and implementation of activities that provides for the continuation and/or recovery of critical service delivery and business operations in the event of a disruption.

Crisis Management – The ability of an organization to manage incidents that have the potential to cause significant security, financial, or reputational impacts; EMO definition: From a business continuity planning perspective, this term refers to the overall coordination of an organization's response to a crisis in an effective, timely manner, with the goal of avoiding or minimizing damage to the organization's profitability, reputation, and ability to operate (EMO, 2011).

Critical Incident – an incident/emergency which has escalated to a state that has the potential to substantially threaten students, faculty and staff; assets of financial viability of the College, or threaten the College's reputation with students, employees, stakeholders, partners and/or the general public.

Critical Incident Response Team (CIRT) – The membership of CIRT is comprised of selected division/department heads and appointed by the Vice President Administration and CFO. Their role is to provide advice to the Incident Commander.

Disaster Recovery Plan (DRT) – The ITS Disaster Recovery Plan defines the resources, actions, tasks and data required to identify, and manage the recovery of ITS services and capabilities after an outage of hardware, software and/or ITS data centre.

Emergency – An incident that has precipitated from a hazardous situation caused by such incidents as utility failures, floods, breakdown of building systems, fire, threats of violence, bomb threats and other situations that threaten the safety and/or security of individuals, the environment and/or College facilities.) EMO definition: A situation or an impending situation that constitutes a danger of major proportions that could result in serious harm to persons or substantial damage to property and that is caused by the forces of nature, a disease or other health risk, an accident or an act whether intentional or otherwise (Emergency Management and Civil Protection Act) (EMO, 2011).

Emergency Management – Organized activities undertaken to prevent, mitigate, prepare for, respond to and recover from actual or potential emergencies (EMO, 2011).

Emergency Management Ontario - EMO is a division within the Ministry of Community Safety and Correctional Services with overall provincial emergency management responsibility. EMO is responsible for the coordination, promotion, development, implementation and maintenance of effective emergency management programs throughout Ontario and for the coordination of these programs with the federal government (EMO, 2011).

Emergency Mass Notification System – notification system used to communicate to the college community via call out, text and email. Can also include desktop phones, desktop computers and some digital signage.

Emergency Operation Centre (EOC) – A designated and appropriately equipped facility where officials from an organization(s) assemble to manage the response to an emergency or disaster (EMO, 2011).

Emergency Plan - A plan developed and maintained to direct an organization's external and/or internal response to an emergency (EMO, 2011).

Emergency Response Communication Plan (ERCP) – The Emergency Response Communications Plan is designed to reduce the potential reputational damage caused by an emergency, critical incident, or business disruption.

Emergency Response Plan (ERP) – is the College's document that outlines the process the College will follow in the event of a critical incident. A plan developed and maintained to direct an organization's external response to an emergency (EMO, 2011).

Emergency Response Team (ERT) – volunteer employees of the College who assist in managing emergencies or critical incidents.

Emergency Services – refers to external emergency responders (police, fire, paramedics).

Externally Controlled Communications – announcements to the local media to broadcast information regarding the critical incident, and a means of communicating with the public in general.

Full Evacuation – the evacuation of the entire campus, excluding the College's required emergency personnel (security, CIRT, SRT) and external emergency responders (police, fire, EMS).

Hazardous Identification Risk Assessment (HIRA) – a risk assessment tool that can be used to access which hazards pose the greatest risk in terms of how likely they are to occur and how great their potential impact may be.

Humber College Institute of Technology and Advanced Learning and the University of Guelph–Humber will be referred to in this document as "Humber" or "the College".

Incident – A situation that might be or could lead to, a disruption, loss, emergency or crisis.

Incident Management System (IMS) – A standardized approach to emergency management encompassing personnel, facilities, equipment, procedures, and communications operating within a common organizational structure. The IMS is predicated on the understanding that in any and every incident there are certain management functions that must be carried out regardless of the number of persons who are available or involved in the emergency response (EMO, 2011).

Incident Commander – a college leader that is appointed by the Director of Public Safety and Emergency Management/CIRT Director based on their expertise in relation to the incident type to manage all aspects of an incident or emergency. EMO definition: The entity/individual responsible for all incident activities, including the development of strategies and tactics and the ordering and release of resources. The IC has overall authority for conducting incident operations and is responsible for the management of all incident operations (EMO, 2011).

Incident Response Team (IRT) – is responsible for on-scene response, while cooperating with external first responders.

Infrastructure – A system of facilities, equipment, and services needed for the operation of an organization.

Internally Controlled Communications – are devices and/or systems utilized by the College to communicate with staff, faculty and students.

Ministry of Training, Colleges and Universities (MTCU) – Ministry of the Government of Ontario responsible for administration of laws relating to post-secondary education and skills training.

Mitigation – Actions taken to reduce the adverse impacts of an emergency or disaster. Such actions may include diversion or containment measures to lessen the impacts of a flood or a spill (EMO, 2011).

On-Scene Commander – refers to the first security personnel arriving on the scene who is providing initial information. This role can be delegated to the security supervisor or department head/lead as delegated by the Director of Public Safety and Emergency Management/CIRT Director and must be trained in IMS.

Partial Evacuation – at the discretion of the Incident Commander, and/or, external emergency services, the College may only evacuate a portion of the campus, isolating the area of the critical incident.

Preparedness – Actions taken prior to an emergency or disaster to ensure an effective response. These actions include the formulation of emergency response plans, business continuity/continuity of operations plans, training, exercises, and public awareness and education (EMO, 2011).

Prevention – Actions taken to stop an emergency or disaster from occurring. Such actions may include legislative controls, zoning restrictions, improved operating standards/procedures or critical infrastructure management (EMO, 2011).

Public Address (PA) System – a means to address the entire campus community during a fire alarm or a critical incident as defined in the ERP.

Recovery - The process of restoring a stricken community to a pre-disaster level of functioning. This may include the provision of financial assistance, repairing buildings and/or restoration of the environment (EMO, 2011).

Resilience – The ability to resist, absorb, accommodate and recover from the effects of a hazard in a timely and efficient manner (EMO, 2011).

Response – The provision of emergency services and public assistance or intervention during or immediately after an incident in order to protect people, property, the environment, the economy and/or services. This may include the provision of resources such as personnel, services and/or equipment (EMO, 2011).

Risk Assessment (RA) – Risk assessments help to prioritize risks and hazards that the College is exposed to, assists with determining prevention and mitigation measures, and informs the development of programs, plans and procedures.

Security Supervisor, Security First Responders and Back-Up Guards – are existing security guards who would respond to an emergency, critical incident or business disruption.

Senior Response Team (SRT) – is the corporate organization created by the President & CEO, or delegate, to manage and control critical incidents on campus.

Situational Awareness – The continual process of collecting, analyzing, and disseminating intelligence, information, and knowledge to allow organizations and individuals to anticipate requirements and to prepare appropriately.

Standard Operation Procedures (SOP) – set of step-by-step instructions created by a business to help workers carry out routine operations.

Subject Matter Expert (SME) – the person who is an authority in a particular area or topic.

8. List of Appendices (Internal distribution only)

8.1. Appendix 1 – IMS Structure
8.2. Appendix 2 – CIRT Roles and Responsibilities
8.3. Appendix 3 – Emergency Level Guidelines